

REQUEST FOR QUOTATIONS (RFQ) (THIS IS NOT AN ORDER)				PAGE OF 1		PAGES 18	
1. RFQ NO. DCTO-2007-Q-0115		2. DATE ISSUED August 10, 2007		3. REQUISITION NO. RQ342026		4. TYPE OF MARKET <input type="checkbox"/> Open <input checked="" type="checkbox"/> Set Aside <input type="checkbox"/> Open with Subcontracting Set Aside	
5A. ISSUED BY: Government of the District of Columbia (District) Office of Contracting and Procurement Information Technology Group 441 4 th Street N.W., Suite 971 North Washington, D.C. 20001				6. DELIVERY Immediately upon notification of contract award.			
				7. DELIVERY METHOD <input checked="" type="checkbox"/> FOB DESTINATION <input type="checkbox"/> OTHER (See Schedule)			
5B. FOR INFORMATION CALL: (Name and telephone no.) (No collect calls) Frederick A. Dorsey, Contract Specialist, Phone (202) 727-0017, fax (202) 727-1679 frederick.dorsey@dc.gov Steven Wishod, Contracting Officer, Phone (202) 727-8983 Steven.wishod@dc.gov				9. DESTINATION FOR DELIVERY OF GOODS OR SERVICES ORDERED Office of the Chief Technology Officer 441 4 th Street, NW, Suite 1045N Washington, DC 20001 Attn: Bryan Kirk			
8A. TO: NAME AND ADDRESS, INCLUDING ZIP CODE, OF QUOTER ALL CERTIFIED LSDBE OFFERORS							
8B. TAX ID NO. OF QUOTER:							
10. PLEASE FURNISH QUOTATIONS ON OR BEFORE: August 24, 2007, 2:00 PM		11A. PLEASE STATE YOUR LSDBE CERTIFICATION NUMBER BELOW (Attach Copy)					
		11B. IF YOU HAVE A DISTRICT OF COLUMBIA SUPPLY SCHEDULE (DCSS) CONTRACT FOR THESE ITEMS, PLEASE ENTER THE CONTRACT NUMBER BELOW:					
12. INSTRUCTIONS TO QUOTERS AND TERMS AND CONDITIONS							
Instructions to Quoters: Please complete Blocks 8B, 11A, 11(B) if applicable, 13(E), 13(F), 14, 15, 16, 17, 18, as well as submission of technical and price proposals as outlined in this solicitation, submit one (1) original and four (4) copies of <u>signed</u> quotations to Office of Contracting and Procurement, 441 4 th Street, NW, Suite 703 (Bid Room), Washington, D.C. 20001. This is the <u>only</u> authorized method of submitting a quotation for this RFQ. All quotations must be received no later than the date and time stated in block 10 of this RFQ.							
Terms and Conditions : SEE ATTACHED.							
13. SCHEDULE (Include applicable Federal, State and local taxes and all delivery charges)							
ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)		
	See attached Statement of Work						
0001	Base Period – RSG Business Analyst	600	Hours	\$	\$		
1001	Option Period One (1) – Business Analyst	1,000	Hours	\$	\$		
1002	Option Period One (1) – Business Analyst	1,000	Hours	\$	\$		
TOTAL AMOUNT					\$		
14. NAME AND ADDRESS OF QUOTER (Street, city, county, State and ZIP Code)			15. SIGNATURE OF PERSON AUTHORIZED TO SIGN QUOTATION (ELECTRONIC SIGNATURES NOT ACCEPTABLE)			16. DATE OF QUOTATION	
			17. NAME AND TITLE OF SIGNER (Type or print)			18. TELEPHONE NO. (Include area code)	

1. GENERAL TERMS AND CONDITIONS

This is a Request For Quotations (RFQ) issued under the small purchase procedures outlined in Title 27, District of Columbia Municipal Regulations, Chapter 18, Section 1802.3. The terms Quote/Quoter and Offer/Offeror are used interchangeably in this RFQ, as are the terms RFQ and solicitation, and the terms submission, quote and proposal, and the terms contract and Purchase Order (PO). Quotations submitted are Offers that the District can accept by issuing a PO. This RFQ is issued in the Set Aside Market for certified LSDBE Offerors. The District will apply preferences in evaluating submissions from District-certified LSDBEs. If you are unable to submit a quote, please so indicate on this form and return it.

2. PERIOD OF PERFORMANCE AND CONTRACT TYPE

The contract awarded from this solicitation will be a labor hour contract. The period of performance for the base period will be 600 hours from date of award or through December 31, 2007 whichever occurs later, with the option to renew for two (2) additional option periods of 1000 hours each, or successive fractions thereof, by written notice to the Contractor before the expiration of the contract; provided that the District will give the Contractor a preliminary written notice of its intent to extend at least thirty (30) days before the contract expires. The preliminary notice does not commit the District to an extension. The exercise of this option is subject to the availability of funds at the time of the exercise of this option. The Contractor may waive the thirty (30) day preliminary notice requirement by providing a written waiver to the Contracting Officer prior to expiration of the contract. The quoter/offeror shall submit a price for the base period and each option period. If the District exercises this option, the extended contract shall be considered to include this option provision. The price for the option period shall be as specified in the contract. The total duration of this contract, including the exercise of any options under this clause, shall not exceed twenty-four (24) months.

3. CONTRACTING OFFICER (CO)

Contracts will be entered into and signed on behalf of the District, or Purchase Orders issued on behalf of the District, only by contracting officers. The name, address and telephone number of the Contracting Officer is:

-Steven H. Wishod, CPPB
Contracting Officer
Government of the District of Columbia
Office of Contracting and Procurement
Information Technology Group
441 Fourth St., NW, Suite 971 North
Washington, DC 20001
Phone: (202) 727-0252 (main)
Phone: (202) 727-8983 (direct)
Fax: (202) 727-1679
E-mail: steven.wishod@dc.gov Website: ocp.dc.gov

4. AUTHORIZED CHANGES BY THE CONTRACTING OFFICER

The Contracting Officer is the only person authorized to approve changes in any of the requirements of this contract. The Contractor shall not comply with any order, directive or request that changes or modifies the requirements of this contract, unless issued in writing and signed by the Contracting Officer, or a valid changed PO is issued by the Contracting Officer. In the event the Contractor effects any change at the instruction or request of any person other than the Contracting Officer, the change will be considered to have been made without authority and no adjustment will be made in the contract price to cover any cost increase incurred as a result thereof.

5. CONTRACTING OFFICER'S TECHNICAL REPRESENTATIVE (COTR)

The COTR is responsible for general administration of the contract and advising the Contracting Officer as to the Contractor's compliance or noncompliance with the contract. In addition, the COTR is responsible for the day-to-day monitoring and supervision of the contract, of ensuring that the work conforms to the requirements of this contract and such other responsibilities and authorities as may be specified in the contract. The COTR for this contract shall be designated upon award of the contract. The COTR shall not have authority to make any changes in the specifications or scope of work or terms and conditions of the contract. The Contractor may be held fully responsible for any changes not authorized in advance, in writing, by the Contracting Officer; may be denied compensation or other relief for any additional work performed that is not so authorized; and may also be required, at no additional cost to the District, to take all corrective action necessitated by reason of the unauthorized changes.

6. ADVISORY AND ASSISTANCE SERVICES

The contract is a "nonpersonal services contract". It is therefore, understood and agreed that the Contractor and/or the Contractor's employees: (1) shall perform the services specified herein as independent Contractors, not as employees of the government; (2) shall be responsible for their own management and administration of the work required to bear sole responsibility for complying with any and all technical, schedule, financial requirements or constraints attendant to the performance of this contract; (3) shall be free from supervision or control by any government employee with respect to the manner or method of performance of the service specified; but (4) shall, pursuant to the government's right and obligation to inspect, accept or reject work, comply with such general direction of the CO, or the duly authorized representative of the CO as is necessary to ensure accomplishment of the contract objectives.

7. DELIVERY OF WORK PRODUCT/INSTRUCTION FROM COTR

- 7.1 The Contractor shall follow the procedures and rules of the Government of the District of Columbia, and additional instructions that the District COTR may direct. During performance under this contract and/or at completion of work, the Contractor shall provide orderly hand-over of work products and deliverables to the District COTR, including all documentation, electronic or otherwise, created during performance of the contract. All work product produced under the contract is at all times the property of the District.
- 7.2 In addition, the Contractor shall:
 - 7.2.1 Ensure that all work is performed on District premises, unless otherwise approved in writing by the COTR;
 - 7.2.2 Provide to personnel performing work under this contract high-end laptops with Window XP Professional and necessary communication equipment. Contractor shall also provide space, equipment, storage, personnel, and systems in the Contractor's offices as necessary to support the work hereunder. Unless otherwise specified, Contractor staff shall work onsite at the designated District site during normal business hours.
 - 7.2.3 The Contractor shall provide weekly timesheets, in the formats supplied by the District, reporting all time worked by person's name, days worked, and time worked. Each person is billable only to a maximum of eight (8) hours per day, 40 hours per week unless written prior approval has been issued by the OTR. Contractor must provide timely, necessary information to allow the District to calculate "earned value".
 - 7.2.4 Establish and document project goals and optional strategies for their implementation. Support analyses with graphical drawings, charts, and other presentation instruments.
 - 7.2.5 Collect and document project constraints for cost, schedule, and quality. Obtain approval from the Contracting Officer for proposed scope changes.
 - 7.2.6 Throughout the performance of the above items, coordinate with District employees and other consultants/Contractors employed by the District.
 - 7.2.7 Provide sufficient support after submission of deliverables and work products, as necessary to clarify the contents of deliverables to the District.
 - 7.2.8 Develop, obtain approval for, and execute a quality control plan. Provide periodic senior management supervision of the work in this contract in order to provide quality control of the Contractor's work. Report findings to District representative with proposed actions. Provide this service at least every two weeks during the terms of the contract.
 - 7.2.9 Continuously monitor the status of Contractor's work hereunder and update status, providing District management timely information regarding possible problems and proposed action required to mitigate such problems.

- 7.2.10 Prepare and present weekly reports, throughout the performance of the Contractor's work, setting out current and upcoming activities, decisions required and issues of concern.
- 7.2.11 Provide reporting and communications in copies and form requested by the designated District representative.

8. HIRING OF EMPLOYEES

By accepting this order or contract, the Contractor agrees that the District, at its discretion, after completion of order or contract period, may hire the individual performing services as a result of this order or contract, without restriction, penalties or fees.

9. INVOICE PAYMENT

The District will make payments to the Contractor, upon the submission of proper invoices, at the prices stipulated in this contract, for supplies delivered and accepted or services performed and accepted, less any discounts, allowances or adjustments provided for in this contract. The District will pay the Contractor on or before the 30th day after receiving a proper invoice from the Contractor. The Contractor shall submit proper invoices no later on a monthly basis or as otherwise specified in the order or by the COTR.

Invoices shall be prepared in duplicate and submitted to the agency Chief Financial Officer (CFO) with concurrent copies to the Contracting Officer's Technical Representative (COTR) specified in this solicitation. The address of the CFO is:

Name:	OCTO Agency CFO	
	Accounts Payable Division	
Address:	441 4 th Street, NW	
	Suite 930S	
	Washington, D.C. 20001	
Telephone:	(202) 727-2277	Fax: 202-727-1216
E-mail:	octo.accountspayable@dc.gov	

To constitute a proper invoice, the Contractor shall submit the following information:

- (a) Contractor's name and invoice date (Contractors are encouraged to date invoices as close to the date of mailing or transmittal as possible.);
- (b) Contract number and Encumbrance Code (PO Number). Assignment of an invoice number by the Contractor is also recommended;
- (c) Description, price, quantity, dates and the percent (%) of work actually performed;
- (d) The original and two (2) copies of invoices for cost reimbursable expenses, if authorized by the contract;
- (e) Other supporting documentation or information, as required by the Contracting Officer;
- (f) Name, title, telephone number and complete mailing address of the responsible official to whom payment is to be sent;
- (g) Name, title, phone number of person preparing the invoice;
- (h) Name, title, phone number and mailing address of person; and authorized signature.
- (i) Monthly bills must be broken down by rate, person, hours, and task as an attachment to each bill, with approved District timesheets.

10. EVALUATION FACTORS

10.1 The District intends, but is not obligated, to make a single award to the responsible Quoter whose quote is most advantageous to the District, based upon the evaluation criteria specified in the solicitation. Thus, while the points in the evaluation criteria indicate their relative importance, the total scores will not necessarily be determinative of the award. Rather, the total scores will guide the District in making an intelligent award decision based upon the evaluation criteria. The Technical Rating Scale is as follows:

<u>Numeric Rating</u>	<u>Adjective</u>	<u>Description</u>
0	Unacceptable	Fails to meet minimum requirements; <i>e.g.</i> , no demonstrated capacity, major deficiencies which are not correctable; offeror did not address the factor.
1	Poor	Marginally meets minimum requirements; major deficiencies which may be correctable.
2	Minimally Acceptable	Marginally meets minimum requirements; minor deficiencies which may be correctable.
3	Acceptable	Meets requirements; no deficiencies.
4	Good	Meets requirements and exceeds some requirements; no deficiencies.
5	Excellent	Exceeds most, if not all requirements; no deficiencies.

For example, if a sub factor has a point evaluation of 0 to 6 points, and (using the Technical Rating Scale) the District evaluates as "good" the part of the proposal applicable to the sub factor, the score for the sub factor is 4.8 (4/5 of 6). The sub factor scores will be added together to determine the score for the factor level.

10.2 MINIMUM REQUIREMENTS (Candidates must meet all minimum requirements to be eligible to be considered for award)

- (a) Crystal Reports -Intermediate 3-5 years Exp.
- (b) MS Visio- Intermediate 7-8 years Exp.
- (c) Microsoft Access - Intermediate 7-8 years Exp.
- (d) Microsoft Publisher – Intermediate 6-7 years Exp.
- (e) Remedy- Intermediate 3-5 years Exp.
- (f) Analytical Skills- Intermediate 7-8 years Exp.
- (g) Budget Analysis/Tracking- Intermediate 5-6 years Exp.
- (h) Business Case Preparation- Intermediate 7-8 years Exp.

- (i) Technical Writing- Intermediate 7-8 years Exp.
- (j) MS Office- Expert 9-10 years Exp.
- (k) MS Project- Expert 9-10 years Exp.
- (l) Quality Assurance – Intermediate 7-8 years Exp.

10.3 TECHNICAL CRITERIA (70 points)

- (a) The incumbent must be familiar with the Information Technology Infrastructure Library (ITIL) framework and processes. Successful candidate will also be familiar with ITIL tools such as Remedy Change Management, Incident Management and Problem Management (Helpdesk).
- (b) Reporting - candidate should be skilled with using Crystal Reports and Microsoft Excel to create advanced reports for management to show performance against service level agreements.
- (c) The incumbent will develop and facilitate collaborative sessions for various agencies throughout the District and RSG to include:
 - Interview customers/participants to understand and document expected outcomes of sessions.
 - Develop specific plans for the sessions in support of outcomes, including diagrams, session plans, participants, and documents.
 - Document all outcomes including minutes, action items, and next steps.
 - Track and resolve all action items in support of the sessions.
 - Quality Assurance sessions to maintain the integrity of customer data and application code.

The incumbent will support business process documentation to include:

- Identify projects that will impact current agency operations and document changes to current workflows.
- Develop long-term concept of operations, and show how the concept evolves for each project.
- Provide all necessary documents in support of this process.

10.3.1 KNOWLEDGE AND EXPERIENCE (35 Points)

- (a) Position requires at least three years of finance or budgeting, **five years** of requirements gathering and facilitating meetings, knowledge of IT industry best practices; software development life cycle stages and COTS implementation; and project planning also valuable.

Specific Requirements:

- Crystal Reports -Intermediate 3-5
- MS Visio- Intermediate 7-8
- Microsoft Access - Intermediate 7-8
- Microsoft Publisher – Intermediate 6-7
- Remedy- Intermediate 3-5
- Analytical Skills- Intermediate 7-8
- Budget Analysis/Tracking- Intermediate 5-6
- Business Case Preparation- Intermediate 7-8
- Technical Writing- Intermediate 7-8
- MS Office- Expert 9-10
- MS Project- Expert 9-10
- Quality Assurance – Intermediate 7-8

Business Analyst Required Competency:

- Excellent problem solving skills
- Ability to create Use Cases and full knowledge of the SDLC
- Understanding of relational databases and reporting techniques
- Ability to gather and document requirements and work with several different customers
- Ability to plan, organize, and evaluate throughout life cycle stages
- Skill in meeting management and facilitation
- Skill in written and oral communication
- Ability to plan and coordinate multiple projects simultaneously
- Ability to coordinate various Training and QA sessions

10.3.2 ANALYTICAL AND TROUBLESHOOTING SKILLS, AND COMMUNICATION SKILLS (10 points; to be evaluated in interview for those Offerors that make the competitive range.)

10.3.3 PAST PERFORMANCE OF CANDIDATE (15 points)

Please provide name, title and current phone number or e-mail address of at least three (3) references that can address each proposed candidates' past performance providing similar services, including an examination of the quality of services provided, timeliness in service delivery, business practices, and overall satisfaction of the candidate's performance.

10.3.4 PAST PERFORMANCE OF OFFEROR (10 points)

Please provide name, title and current phone number or e-mail address of at least three (3) references that can address the Offeror's past performance in providing quality candidates for similar services, as well as an examination of the quality of services provided, timeliness in service delivery, business practices, and overall satisfaction of the Offeror's performance. Offerors who have no relevant past performance will receive a neutral score (*i.e.* 5 out of 10).

10.4 PRICE CRITERIA (30 Points)

The price evaluation will be objective. The Offeror with the lowest price will receive the maximum price points. All other proposals will receive a proportionately lower total score. The following formula will be used to determine each Offeror's evaluated price score:

$$\frac{\text{Lowest price proposal}}{\text{Price of proposal being evaluated}} \times 30 = \text{Evaluated price score}$$

The District will evaluate offers for award purposes by evaluating the total price for all options as well as the base period. Evaluation of options shall not obligate the District to exercise them. The District's requirements may change during the option years. Quantities to be awarded will be determined at the time each option is exercised.

10.5 PREFERENCE POINTS (12 Points)

10.6 TOTAL (112 Points)

11.0 PREFERENCES FOR LOCAL BUSINESSES, DISADVANTAGED BUSINESSES, RESIDENT-OWNED BUSINESSES, SMALL BUSINESSES, LONGTIME RESIDENT BUSINESSES, OR LOCAL BUSINESSES WITH PRINCIPAL OFFICES LOCATED IN AN ENTERPRISE ZONE

Under the provisions of the "Small, Local, and Disadvantaged Business Enterprise Development and Assistance Act of 2005" (the Act), Title II, Subtitle N, of the "Fiscal Year 2006 Budget Support Act of 2005", D.C. Law 16-33, effective October 20, 2005, as amended, the District shall apply preferences in evaluating bids or proposals from businesses that are small, local, disadvantaged, resident-owned, longtime resident, or local with a principal office located in an enterprise zone of the District of Columbia.

11.1 GENERAL PREFERENCES

For evaluation purposes, the allowable preferences under the Act for this procurement are as follows:

- 11.1.1** The addition of three points on a 100 point scale for a small business enterprise (SBE) certified by the Small and Local Business Opportunity Commission (SLBOC) or the Department of Small and Local Business Development (DSLBD), as applicable;
- 11.1.2** The addition of five points on a 100 point scale for a resident-owned business enterprise (ROB) certified by the SLBOC or the DSLBD, as applicable;
- 11.1.3** The addition of ten points on a 100 point scale for a longtime resident business (LRB) certified by the SLBOC or the DSLBD, as applicable;
- 11.1.4** The addition of two points on a 100-point scale for a local business enterprise (LBE) certified by the SLBOC or the DSLBD, as applicable;
- 11.1.5** The addition of two points on a 100-point scale for a local business enterprise with its principal office located in an enterprise zone (DZE) and certified by the SLBOC or the DSLBD, as applicable; and
- 11.1.6** The addition of two points on a 100-point scale for a disadvantaged business enterprise (DBE) certified by the SLBOC or the DSLBD, as applicable.

11.2 MAXIMUM PREFERENCE AWARDED

Notwithstanding the availability of the preceding preferences, the maximum total preference to which a certified business enterprise is entitled under the Act for this procurement is twelve (12) points on a 100 point scale for submissions in response to this RFQ.

11.3 PREFERENCES FOR CERTIFIED JOINT VENTURES

When the SLBOC or the DSLBD, as applicable, certifies a joint venture, the certified joint venture will receive preferences as a prime Contractor for categories in which the joint venture and the certified joint venture partner are certified, subject to the maximum preference limitation set forth in the preceding paragraph.

11.4 VENDOR SUBMISSION FOR PREFERENCES

- 11.4.1** Any vendor seeking to receive preferences on this solicitation must submit at the time of, and as part of its bid or proposal, the following documentation, as applicable to the preference being sought:

11.4.1.1 Evidence of the vendor's or joint venture's certification by the SLBOC as an SBE, LBE, DBE, DZE, LRB, or RBO, to include a copy of all relevant letters of certification from the SLBOC; or

11.4.1.2 Evidence of the vendor's or joint venture's provisional certification by the DSLBD as an SBE, LBE, DBE, DZE, LRB, or RBO, to include a copy of the provisional certification from the DSLBD.

11.4.2 Any vendor seeking certification or provisional certification in order to receive preferences under this solicitation should contact the:

Department of Small and Local Business Development
ATTN: LSDBE Certification Program
441 Fourth Street, N.W., Suite 970N
Washington, DC 20001

11.4.3 All vendors are encouraged to contact the DSLBD at (202) 727-3900 if additional information is required on certification procedures and requirements.

12. ATTACHMENTS

Statement of Work (Attachment A)

13. INSTRUCTIONS

- 13.1 Please submit one (1) original and four (4) copies of both the signed technical and price quotations in separately sealed envelopes (one technical and one price to the Office of Contracting and Procurement, 441 4th Street, NW, Suite 703 (Bid Room), Washington, D.C. 20001. THIS IS THE ONLY AUTHORIZED METHOD OF SUBMITTING A QUOTE FOR THIS RFQ. All quotes must be received no later than the date and time stated in block 10 of the RFQ form. Technical proposals should include candidate resumes as well as company capability statements and all other information that the District would need for its evaluation.**
- 13.2 Issuance of this RFQ does not commit the District to pay any costs incurred in the preparation of the submission of this quotation.
- 13.3 By submitting a quote, Quoter is representing that the candidates proposed are available to commence work promptly upon the Quoter's receipt of a PO provided that a PO is received within twenty one (21) days of submission in response to this RFQ. By submitting a Quote, Quoter further represents that it understands that award decisions will be made based, in part, on the quality of the candidate proposed, and that if the candidate should not be available to commence work, for whatever reason, at the beginning of the period of performance, the District reserved the right to cancel the award and proceed with awarding to another Quoter whose candidate is available.
- 13.4 The Standard Contract Provisions for Use with District of Columbia Government Supplies and Services Contracts, March 2007, are hereby incorporated by reference and made a part of this RFQ and the resultant PO. For a copy, go to OCP's website, <http://ocp.dc.gov>, and click on Solicitation Attachments.
- 13.5 ALL RESUMES FORWARDED MUST HAVE THE CANDIDATES NAME REMOVED AN NO REFERENCE TO YOUR COMPANY. PLEASE FORWARD RESUMES AS CANDIDATE 1, CANDIDATE 2 OR CANDIDATE 3 ETC. PLEASE PROVIDE A REFERENCE SHEET IDENTIFYING THE CANDIDATES TO THE CORRESPONDING RESUME**

END

Attachment A

STATEMENT OF WORK DISTRICT OF COLUMBIA OFFICE OF THE CHIEF TECHNOLOGY OFFICER

Remedy Services Group – Business Analyst

This position is located in the Remedy Services Group (RSG), within the District of Columbia, Office of the Chief Technology Officer (OCTO). RSG implements Service Management methodology from ITIL within OCTO. The group primarily utilizes the Remedy ITSM suite (Help Desk, Change Management, Asset Management, and Service Level Agreement) providing complete service management automation to customers throughout the District. These tools provide an integrated methodology and process to trace Incidents and Change Requests to assets and customers. .

The purpose of the position is to provide the user community with quality analytical service and end products. The incumbent will be responsible for:

- Gathering requirements and developing requirements documents for COT packages as well as the custom applications
- Establishing Level of Efforts, project plans, deliverables on multiple projects and updating management as requested
- Working with the developers, Remedy administrators, and other Business Administrators to develop a sound product to our customers
- Coordinating Quality Assurance and participating in testing as needed

The incumbent works with constituent Project Managers (who are responsible to the program manager for the execution of their project and its impact on the program) to monitor service level agreements, prioritizing projects, and facilitating necessary meetings, while working to ensure the ultimate success of the program.

The incumbent must be familiar with the Information Technology Infrastructure Library (ITIL) framework and processes. Successful candidate will also be familiar with ITIL tools such as Remedy Change Management, Incident Management and Problem Management (Helpdesk).

Reporting - candidate should be skilled with using Crystal Reports and Microsoft Excel to create advanced reports for management to show performance against service level agreements.

The incumbent will develop and facilitate collaborative sessions for various agencies throughout the District and RSG to include:

- Interview customers/participants to understand and document expected outcomes of sessions.
- Develop specific plans for the sessions in support of outcomes, including diagrams, session plans, participants, and documents.
- Document all outcomes including minutes, action items, and next steps.
- Track and resolve all action items in support of the sessions.
- Quality Assurance sessions to maintain the integrity of customer data and application code.

The incumbent will support business process documentation to include:

- Identify projects that will impact current agency operations and document changes to current workflows.

- Develop long-term concept of operations, and show how the concept evolves for each project.
- Provide all necessary documents in support of this process.

Senior Management Supervisor: Contractor shall assign a senior manager as the Contractor's chief representative for this contract. This representative shall have the authority to make binding decisions for the organization. This representative will be in charge of all members of the Contractor team assigned to the project and will be the main contact. All correspondence, conferences, meetings and questions concerning the project directed to the Contractor and its subcontractors will be through this person. This representative will be personally available at all times during working hours from the beginning of the work through its completion.

Travel is not reimbursable

Contractor shall notify the District no less than 30 days in advance of any proposed change in personnel associated with this contract.

Contractor shall provide resumes of no more than three (3) resumes for candidates for this position.

The District reserves the right to interview, approve and/or disapprove of any proposed replacement candidates.

District timesheets must be submitted weekly by the following Monday using the District's timesheet forms only. The District timesheets will be provided electronically to the COTR.

The District may direct the Contractor to remove any Contractor staff that the District finds unacceptable, and the Contractor shall immediately remove (and replace with new individual satisfactory to the District, if requested) such personnel.